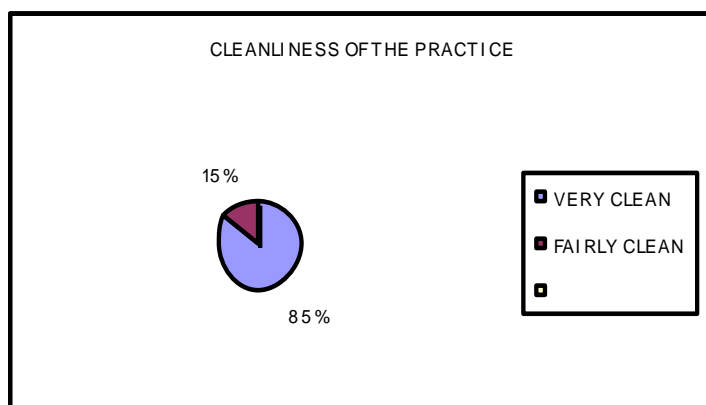
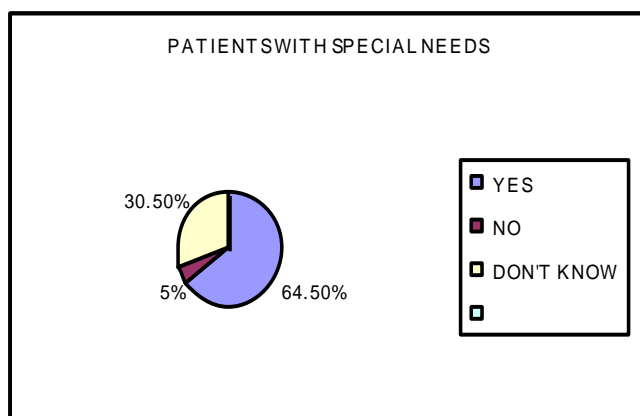
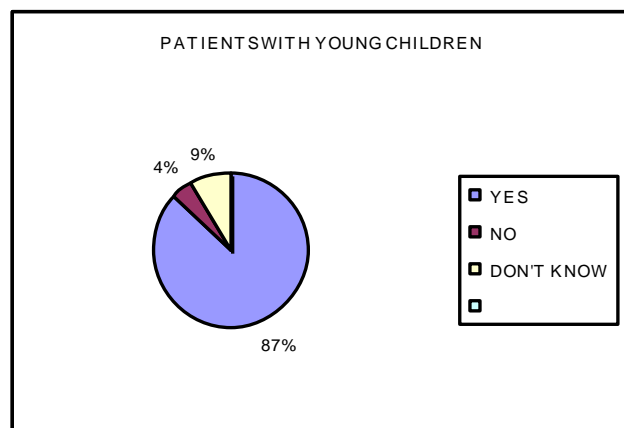
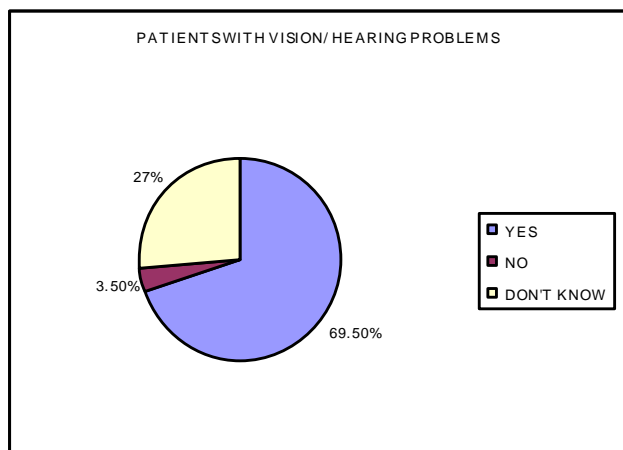
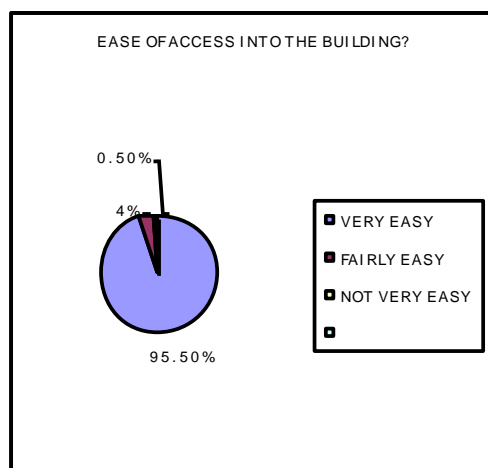
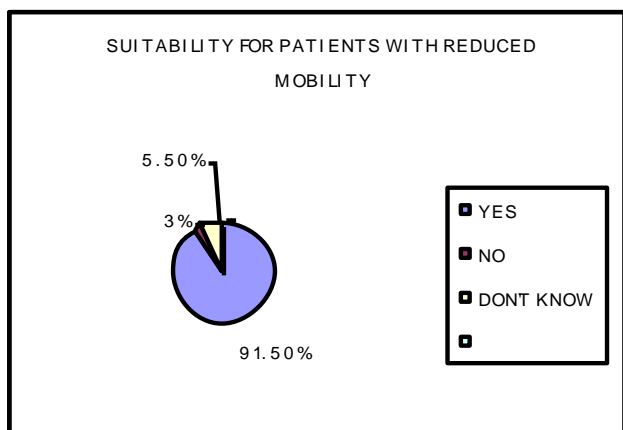
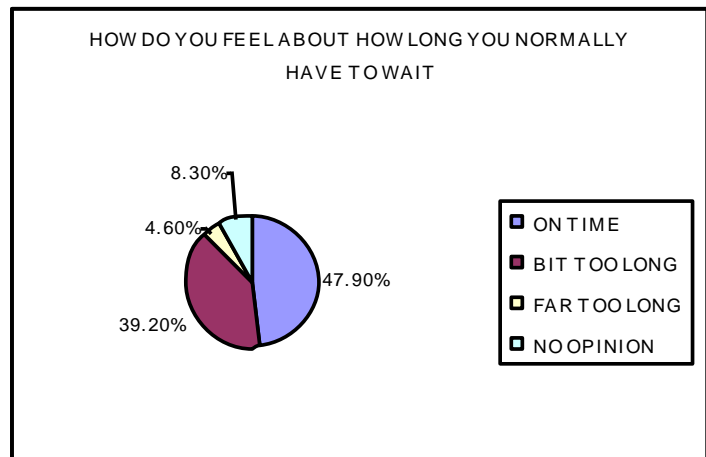
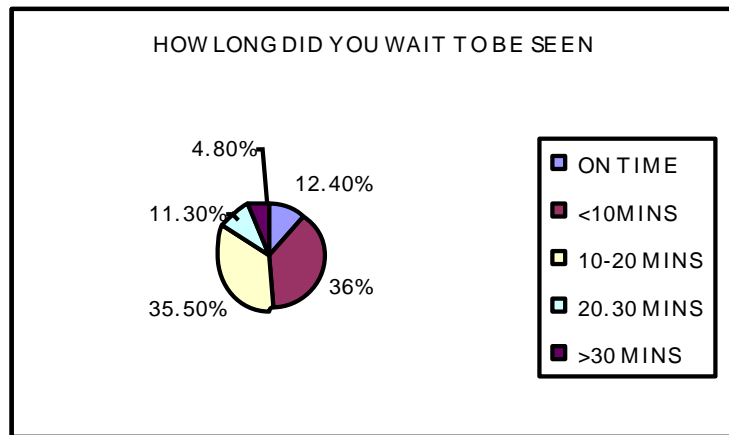
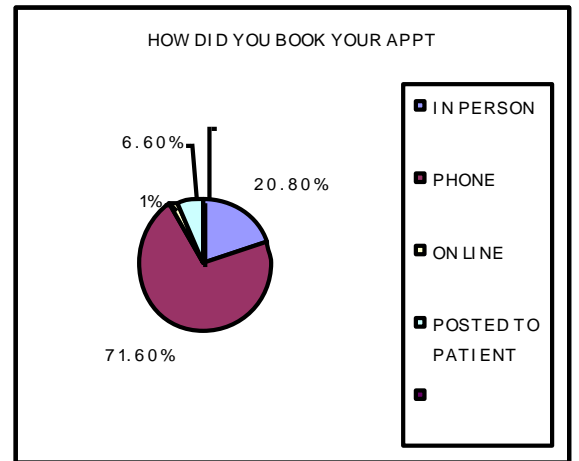
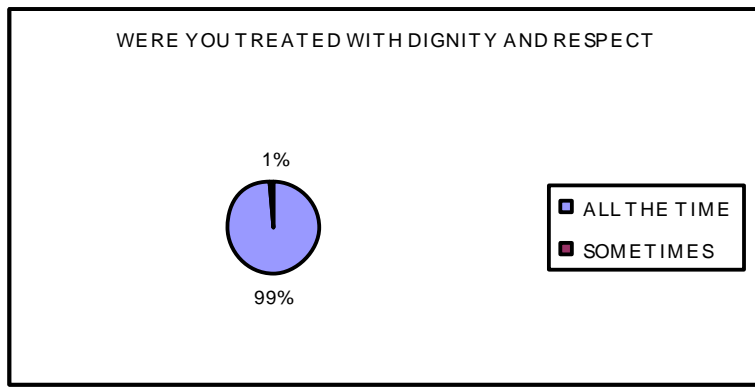
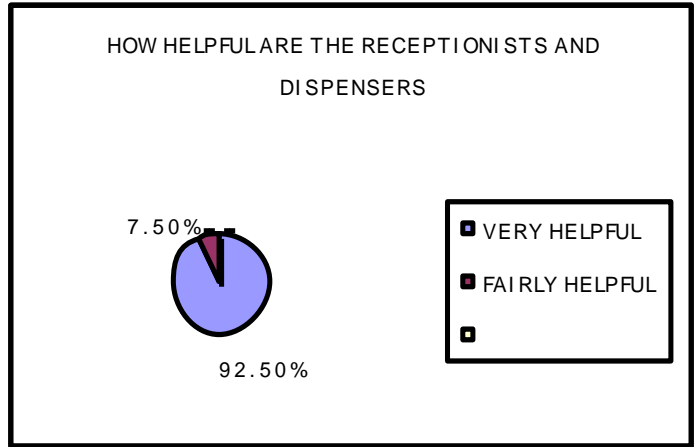
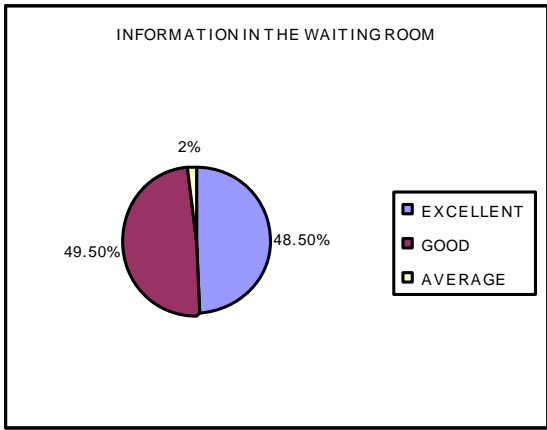


ASHBOURNE MEDICAL PRACTICE PATIENT SURVEY MARCH 2014

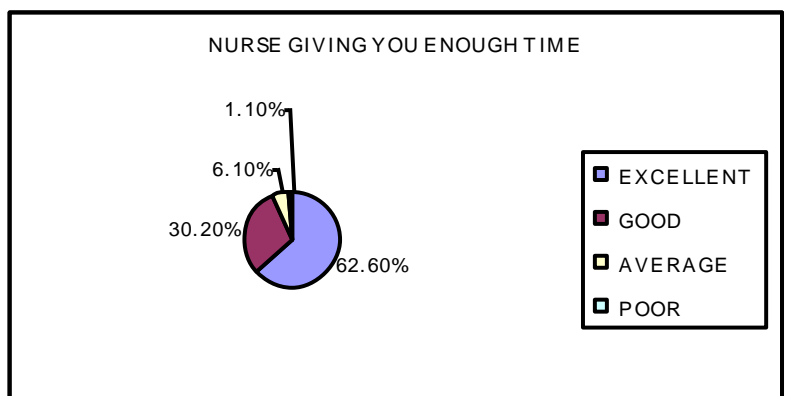
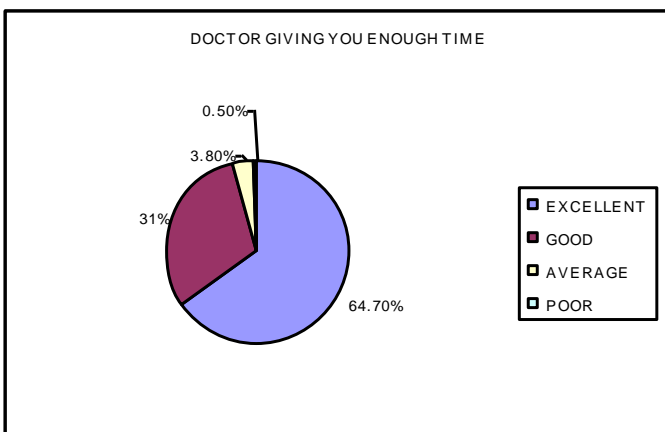
HOW DOES THE PRACTICE RATE FOR THE FOLLOWING:



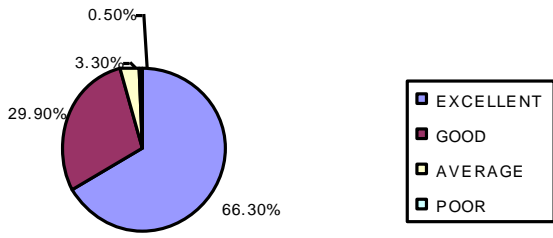
YOUR EXPERIENCE IN THE PRACTICE



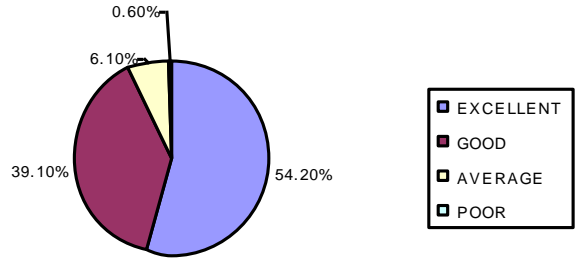
HOW GOOD WAS THE DOCTOR/NURSE AT EACH OF THE FOLLOWING:



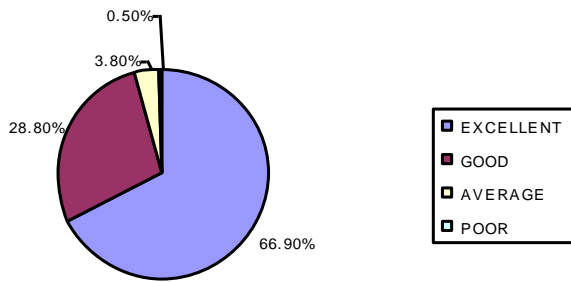
DOCTOR ASKING ABOUT YOUR SYMPTOMS



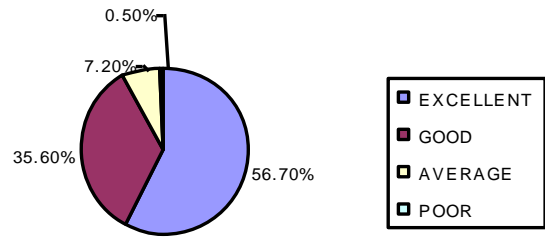
NURSE ASKING ABOUT YOUR SYMPTOMS



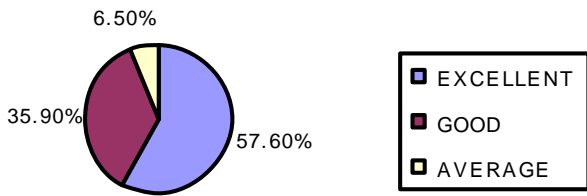
DOCTOR LISTENING



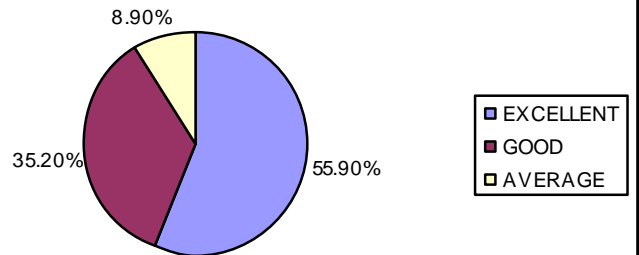
NURSE LISTENING



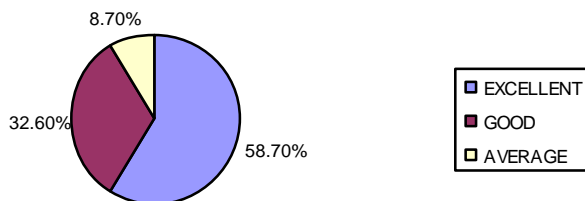
DOCTOR EXPLAINING TESTS AND TREATMENT



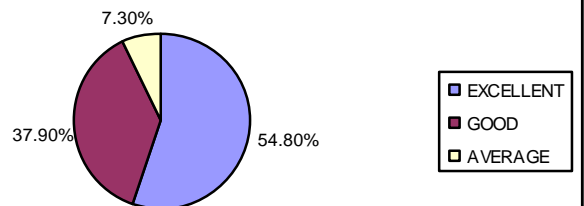
NURSE EXPLAINING TESTS AND TREATMENT



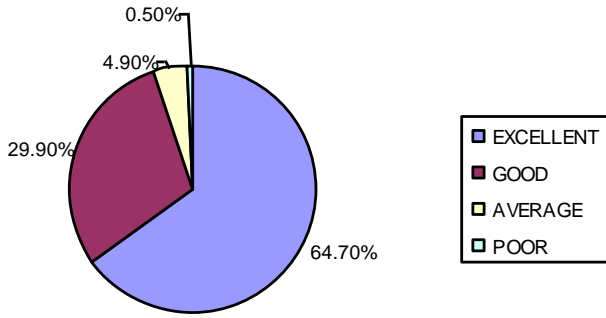
DOCTOR INVOLVING YOU IN DECISIONS ABOUT YOUR CARE



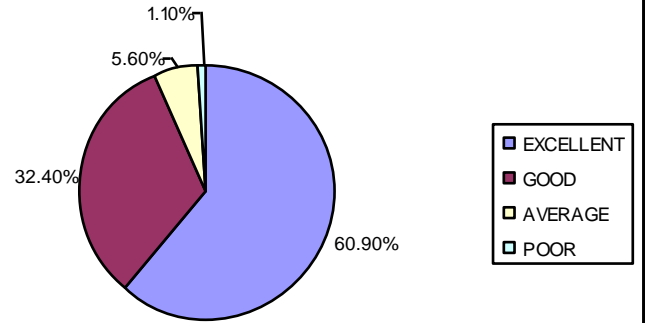
NURSE INVOLVING YOU IN DECISIONS ABOUT YOUR CARE



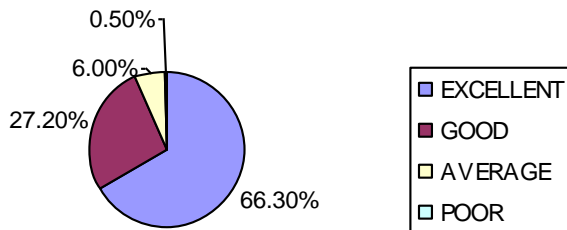
DOCTOR TREATING YOU WITH CARE AND CONCERN



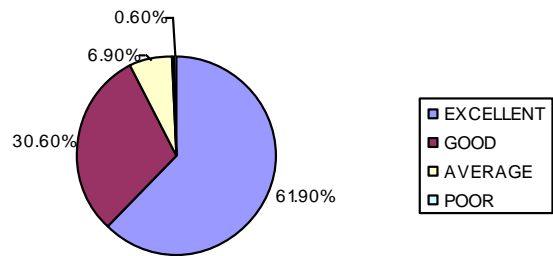
NURSE TREATING YOU WITH CARE AND CONCERN



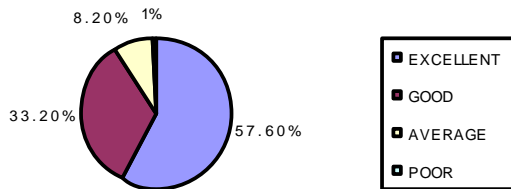
DOCTOR TAKING YOUR PROBLEMS SERIOUSLY



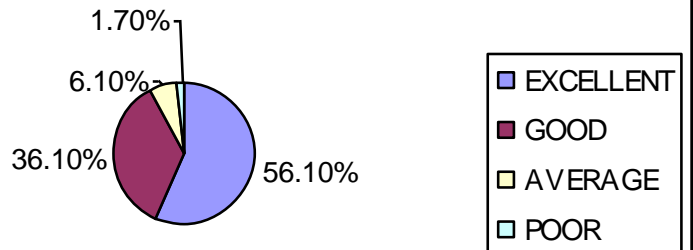
NURSE TAKING YOUR PROBLEMS SERIOUSLY



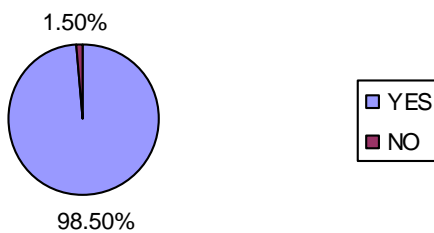
DOCTOR CHECKING THAT YOU HAVE UNDERSTOOD



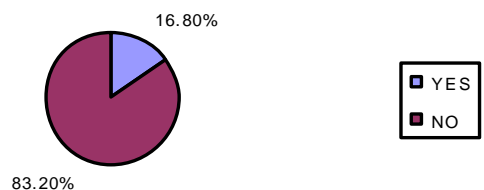
NURSE CHECKING THAT YOU HAVE UNDERSTOOD



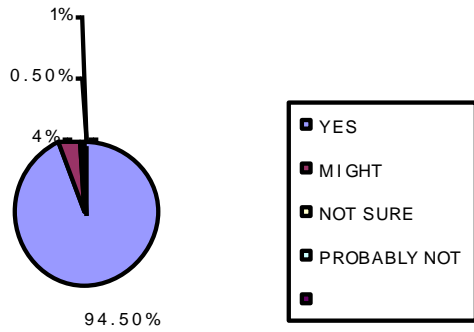
WOULD YOU RECOMMEND YOUR CLINICIAN TO FRIENDS AND FAMILY



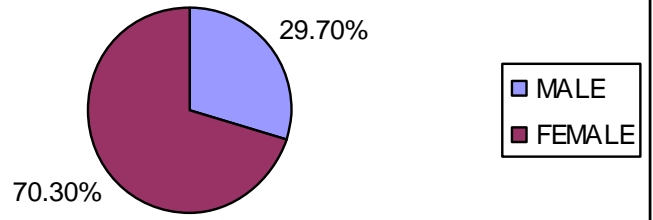
DO YOU KNOW ABOUT THE PATIENT PARTICIPATION GROUP



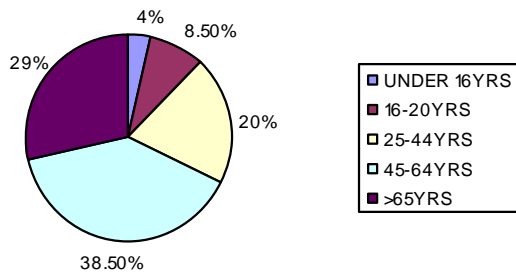
WOULD YOU RECOMMEND THE PRACTIC TO SOMEONE NEW TO THE AREA



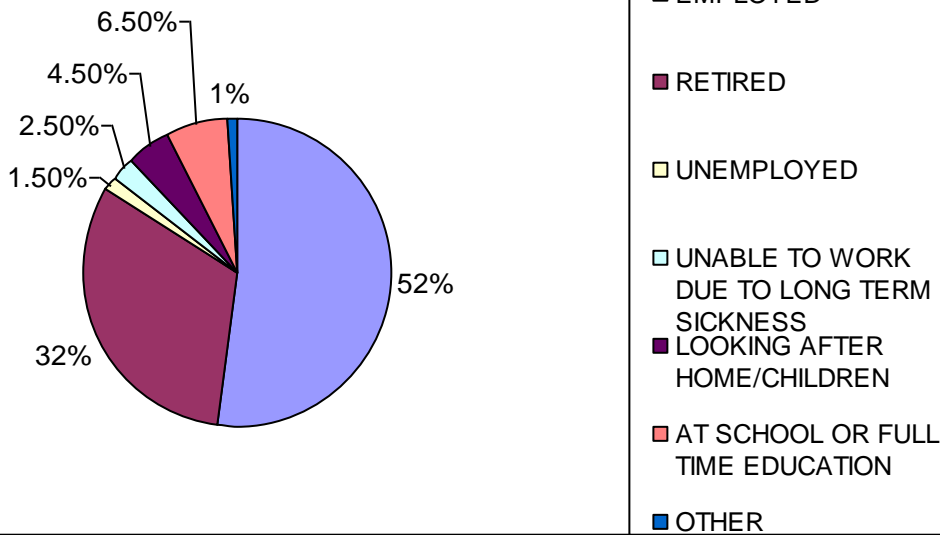
DEMOGRAPHIC INFORMATION FOR RESPONDENTS



AGE



WORK STATUS



FREE TEXT COMMENTS RECEIVED

- Buzzer not loud enough x 2
- Information on display cluttered
- Request for health info, eg how to look after your child with a cough/virus
- Spotless, including toilets, which is a testament to cleaners as people attend in walking boots and wellies
- Receptionists always smiling
- Always looks spotless to me
- Vision impaired find the touch screen difficult, speaking would be better
- Less information in the waiting room would be better, too much to take in and read on show
- Outgoing phone calls to patients should not be made from the front desk
- Very clean and kept to a high standard
- More mental health information requested
- Too much information in waiting room, decorative but unfocussed
- I have never seen any dirt or dust, your cleaner does a very good job
- Receptionists couldn't try harder to help
- Wonderful staff, kind, helpful and co-operative
- Staff always very helpful and professional
- More continuity with my own doctor
- Temporary patient from out of the area – staff were very good at getting me an appt
- Do not like the seating facing the toilet, feel it can be embarrassing
- Difficult to improve on such a high standard
- Could overruns on appts be controlled ?
- This really is an excellent practice, it is easy to get an appt and all the staff are very helpful
- I don't mind waiting as the doctor gives me the time I need
- Please keep up evening appts
- Don't like name of patient showing on call board
- Excellent treatment, guidance and support, with understanding of patient as a whole
- I am not keen on seeing a different doctor each time but I suppose this has come about because there are so many people on your register

- Due to having to move around the country because of my job I have had 9 surgeries – this is my 10th and by far the best
- I normally have end of day appts and expect to wait – I work in the NHS too so understand
- Improve waiting time
- Would help to have more phone access to dispensary as line always engaged
- More parking for patients x 3
- GPs kind, respectful and genuine. GPs could not be any better, especially Drs Thornhill, Ward and Kennedy
- Cold next to the door x 3
- Run late on a regular basis
- I have never had any difficulties
- Include actual waiting times on call board, patients can then decide whether to wait or to rebook
- An excellent team – well done
- Don't mind waiting approx 20 minutes for a doctor, but if it was a blood test then wouldn't want to wait longer than 10 minutes
- The rooms are kept very clean – excellent